LAWRENCE TOWNSHIP PUBLIC SCHOOLS

Nortel Networks

PHONE SYSTEM

3904 USER'S GUIDE
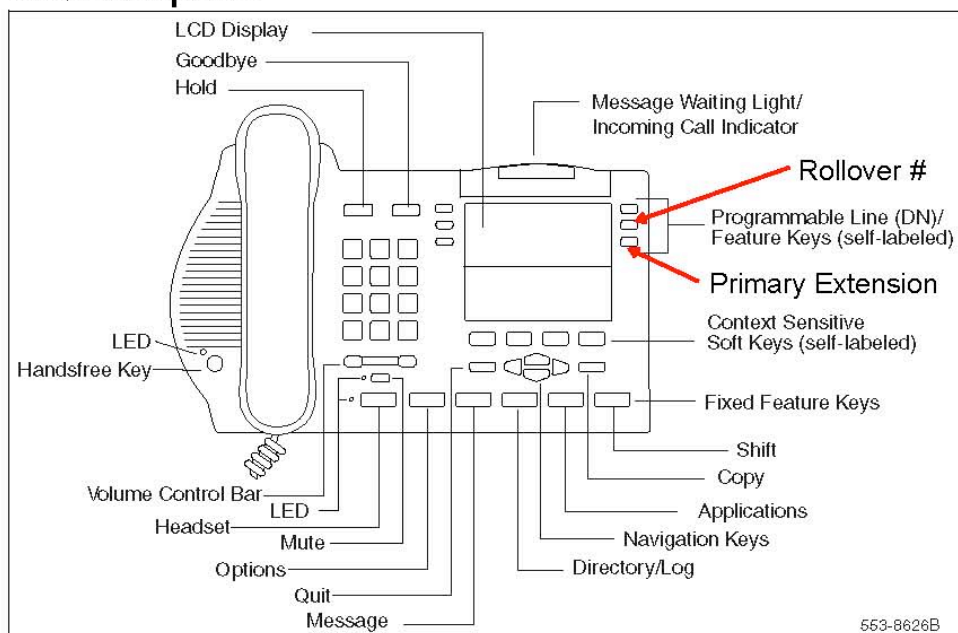

11/11/05
7th Edition

M3904

The **M3904**, has six Programmable Line (DN)/Feature Keys (self-labeled), with two features or lines configured on each key. It also has four Context Sensitive Soft Keys (self-labeled).

M3904 telephone

The Primary Extension Key is Green -- This is your advertised extension

Soft Keys - The label and function of each key changes depending on available features

Rollover # - This extension is a second line that has a blinking phone next to it when you have a second incoming call, similar to call waiting. If this line is not picked up while you are on your first call the call is transferred to your Voice Mail. Your rollover # is not an advertised number.

How to pick up a call on your rollover number
1. Tell the person you are on the phone with to hold
2. Press the Hold key next to the Goodbye key
3. Press the key next to your rollover #
4. To go back to the previous call, press the Primary Extension key

Note: Whenever a person in the system is on hold they will hear silence. Feel free to inform the other party that they are not being disconnected.

Shift Key - By pressing this key you can access a second set of extensions at the top of the LCD Display

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MAKE A CALL:
1. Lift handset
2. Dial the number – For a number outside the school district dial 9 first

HANDSFREE:
1. Press your green Primary Extension Key
2. Dial the number
3. Lift handset when party answers or continue talking handsfree

DISCONNECT CALL:
1. Press the Goodbye key
2. Hang up handset

VOLUME CONTROL:
1. When the telephone is ringing use the Volume Control located under the numerical keypad to adjust the ringing volume
2. When on a call use the Volume Control to adjust the handset volume

LAST NUMBER REDIAL:
1. Without lifting the handset, press your Extension Key twice
2. When party answers lift handset or just speak for handsfree

CALL TRANSFER:
1. While on a call Press the Transfer Soft key
2. Dial internal number of person to whom you wish to transfer the call
3. Announce the call (optional)
4. Press the Connect Soft key

CONFERENCE:
1. Ask 1st party to hold
2. Press Conference Soft key
3. Dial internal or external number of party you wish to add to the call
4. Announce the Conference (optional)
5. Press Connect Soft key

(You can add up to 5 additional parties besides yourself)

If the line is busy or there is no answer press the extension with a flashing phone next to it, where original party is on hold, to return to the call

CALL FORWARD:
This allows you to direct your calls to ring at another line or to your voice mailbox
1. Without lifting the handset, press the Forward Soft key
2. Dial internal number where calls are to be forwarded (i.e 5555 for Voice Mail or the Main Office)
3. Press Done Soft Key

TO CANCEL CALL FORWARD:
1. Without lifting the handset Press CheckFw Soft key
2. Press CanclFw Soft key

Indicator will go blank and display will show that phone is no longer forwarded

PROGRAM – PERSONAL DIRECTORY:
1. Press Directory/Log key
2. Press Select Soft key in the directories menu to select Personal Directory
3. Press AddNew Soft key
4. Enter a new name by using triple-tap text entry, using the numeric keypad to enter text by pressing each digit 1 to 3 times corresponding to the 3 letters each key is marked with.

i.e. For "Dave", eg., press "3" once for "D," "2" once for "A" , press "8" three times for "V", "3" twice for "E"

5. Press "Next" Soft key
6. Enter New Telephone Number, including "9" and the area code, where applicable
7. Press Done Soft Key when completed When you have finished entering ALL the names and numbers,
8. Press the Quit key
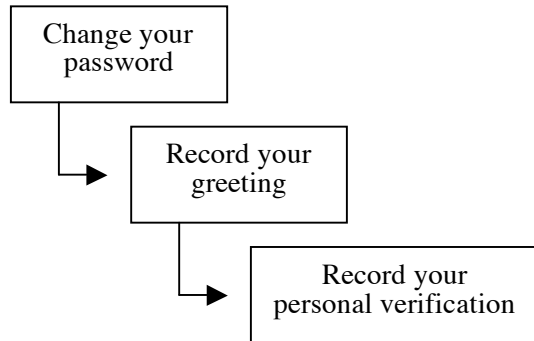
COPYING A CALLER INTO YOUR DIRECTORY

1. Press Directory/Log
2. Scroll down to Call Log (Callers List)
3. Press the Select Softkey
4. Scroll down to the entry you wish to copy
5. Press the Copy Key
6. Press the Dir/Log SoftKey
7. You may now go into your Directory/Log's Personal Directory and Edit the information including adding a 9 or a 91 in front of the number for dialing purposes

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CALL PARK:
To "park" a call which can then be retrieved from any phone in the district

1. Press Park Soft key, while on the phone
2. Note the Number that appears on your display (i.e. 3005)
3. Press OK Soft key, then Goodbye

The caller is now on hold in the system to be picked up by another individual

4. Inform the other individual through the overhead (intercom) paging system that they have a call parked at _ _ _ _

The individual may now go to any telephone in the district

PICKING UP CALL PARK:
5. Dial the number that is paged over the loudspeaker and say Hello

CHANGING FEATURE KEY LABEL:
1. Press Options Key
2. Use the Navigation Keys to highlight Change feature key label
3. Press Select Soft key twice
4. Press the Feature Key you want to change
5. Using the Delete Soft key clear out the current label
6. Enter your new label using the keypad
7. Press the Done Soft key when complete
8. When you have finished entering all the names press the Quit key

OPTIONAL FEATURES

INTERCOM:
1. Lift handset,
2. Press Intercom Key (located in the upper right corner)
3, Dial their 2-digit intercom number.

RING PICK UP:
1. Lift handset.
2. Press the Pickup Soft key

TO PROGRAM AUTODIAL:
1. Without lifting the handset, Press the Autodial Key,
2. Enter number to be programmed, including the "9" and area code,
3. Press Autodial Key again.

TO USE AUTODIAL:
1. Press your Primary Extension Key
2. Press Autodial Key of number you wish to call
3. Call is automatically dialed for you.

For additional help contact a Technology Department Technician Ext. 5595

IMPORTANT NUMBERS

Name   **Number**

_____

_____

_____

_____

_____

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NOTES

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How to Set up Your Voice Mailbox

PLEASE READ DIRECTIONS FOR EACH STEP BEFORE PERFORMING THE STEP.

There are **3 steps** that must be completed

```
┌─────────────────┐
│  Change your    │
│  password       │
└─────────────────┘
     │
     └──→ ┌─────────────────┐
          │  Record your    │
          │  greeting       │
          └─────────────────┘
               │
               └──→ ┌──────────────────────┐
                    │  Record your         │
                    │  personal verification│
                    └──────────────────────┘
```

Entering Your Mailbox:

1. Dial 671-5555 from outside the district
   Or 5555 from any phone in the district
2. Enter your mailbox number followed by #
3. Enter your password followed by #

My Mailbox Number is _____#

My Initial Password is _____#

My New Password is _____#

Step 1: Changing Your Password:

The first time you login to your mailbox it will prompt you to change your password

1. Press 84 when prompted
2. Enter your current password,
   followed by #
3. Enter your new password, followed by #

*Note: The new password must be at least 6-16 digits long. You may not use # or * as part of your password. Trivial passwords are not permitted (for example, 111111, 123456, 654321, or your phone's extension)*

4. Re-enter your new password,
   followed by #.

Step 2: Changing Your Greeting:

After changing your password for the first time you will need to setup a greeting that people will hear upon calling your mailbox.

Note: A message is not the same as a greeting. A message is sent to other people.

1. From the main mailbox menu, Press 82 and then press 1 for external greeting.

Note: Record only an external greeting. You will only need to record an external greeting since it also works as your internal greeting.

2. To record, press 5
3. Record your greeting,
   press # when finished
4. To review, press 2
   To re-record, press 76 to delete the message you just recorded then press 5 and record
5. To continue to step 3, press 4

Step 3: Changing Your Personal Verification:

Your personal verification is just your name. It identifies your mailbox when anyone calls a school and dials by name, when someone express messages you, or when someone adds you to his or her distribution list.

1. Press 82 and then 9
   It will tell you that no verification has been recorded
2. Enter your mailbox number
   (if prompted for) followed by #
3. To record, press 5
   and speak after the beep
4. Record your Name.
   When finished press #
   The system will now repeat what you just recorded
5. To review, press 2
   To re-record, press 5
6. To return to messages press 4

DON'T FORGET THIS STEP!

Using your Voice Mailbox

If you have a model number 3904, and the light at the top of your phone is lit, it means there is a message for you in your voice mailbox.

Entering your Mailbox:

1. Dial **671-5555**
      from outside the district
   Or **5555**
      from any phone in the district
2. Enter your mailbox number
   followed by #
3. Enter your password

Important:
If you enter your password incorrectly 3 times, you will be locked out of your mailbox. Please contact the Technology Department to reset your mailbox

Playing your Messages:

While playing the header (date and time stamp), You must **Press 2** at any time to start playing your messages.

- To skip backward, 1
- To skip forward, 3
- To repeat the message, 2
- To speed up message, 2 3
- To slow down message, 2 1
- To decrease message volume, 2 4
- To increase message volume, 2 6
- To pause, #
- To continue, 2
- To return to previous message, 4
- To advance, 6
- To play message header, 72

Note: Played messages will be kept for 30 days, Un-played messages will be kept by the system until they are played.

Deleting a message:

Enter 76, while the message is playing or after listening to the message.

If you accidentally delete a message, you can restore it by going back to it and entering 76 before exiting the system. After you exit the system, the message you deleted cannot be retrieved.

Replying to Sender:

To reply to a person, within our system, that sent you a message:

1. Enter **71** while the message is playing or after listening to the message
2. To record your reply, Press **5**
3. Record. When you are finished press **#**
4. To send your reply, enter **79**

Forwarding Messages:

You can forward a message to another mailbox:

1. Enter **73** while the message is playing or after listening to the message
2. Enter each **mailbox number**, to which you want to forward the message and then press **#**
3. To end the list, enter another **#**
4. To record an introductory message press 5 (Optional)
5. When you have finished recording your introductory message press #.
6. To review press 2 to re-record press 5 When finished press #.
7. To send the message, enter **79**

Setting up a Temporary Greeting:

If you will be out of the office you may set up a Temporary Greeting so that your External Greeting is not deleted.

1. Press 82 and then press 3 for temporary greeting
2. To delete a previous temporary greeting, press 76. To record a new temporary greeting, press 5
3. Record your greeting, press # when finished
4. To review, press 2 To re-record, press 76 to delete the message you just recorded then press 5 to record
5. To set an expiry date press 9
6. Press # for the current month or enter the current month followed by #
7. Enter a date followed by #
8. Enter a Time followed by #
9. Press 1 for AM, Press 2 for PM
10. To end, press 4

Express Messaging:

You can leave a message for someone directly in his or her mailbox. Express messaging bypasses the phone on a person's desk.

1. Dial **5550** in district or **671-5550** from outside the district
2. Dial the **users extension** and a **#** sign,
3. Record your message when prompted, then press the **#** key
4. Hang up or press the **Goodbye** key when finished

Transferring a call into a Voice Mailbox (from a 3904):

1. Press the **Transfer** Soft Key
2. Dial **5552**
3. Dial the **extension of the voice mailbox** you want to transfer the call into.
   When finished press **#**
4. Press the **Connect** Soft Key immediately!

Transferring a call into a Voice Mailbox (from a 3901):

1. Press the **Hold** key
2. Press the **Features** key then **1**
2. Dial **5552**
3. Dial the **extension of the voice mailbox** you want to transfer the call into.
   When finished press **#**
4. Press the **Features** key then **1** immediately!